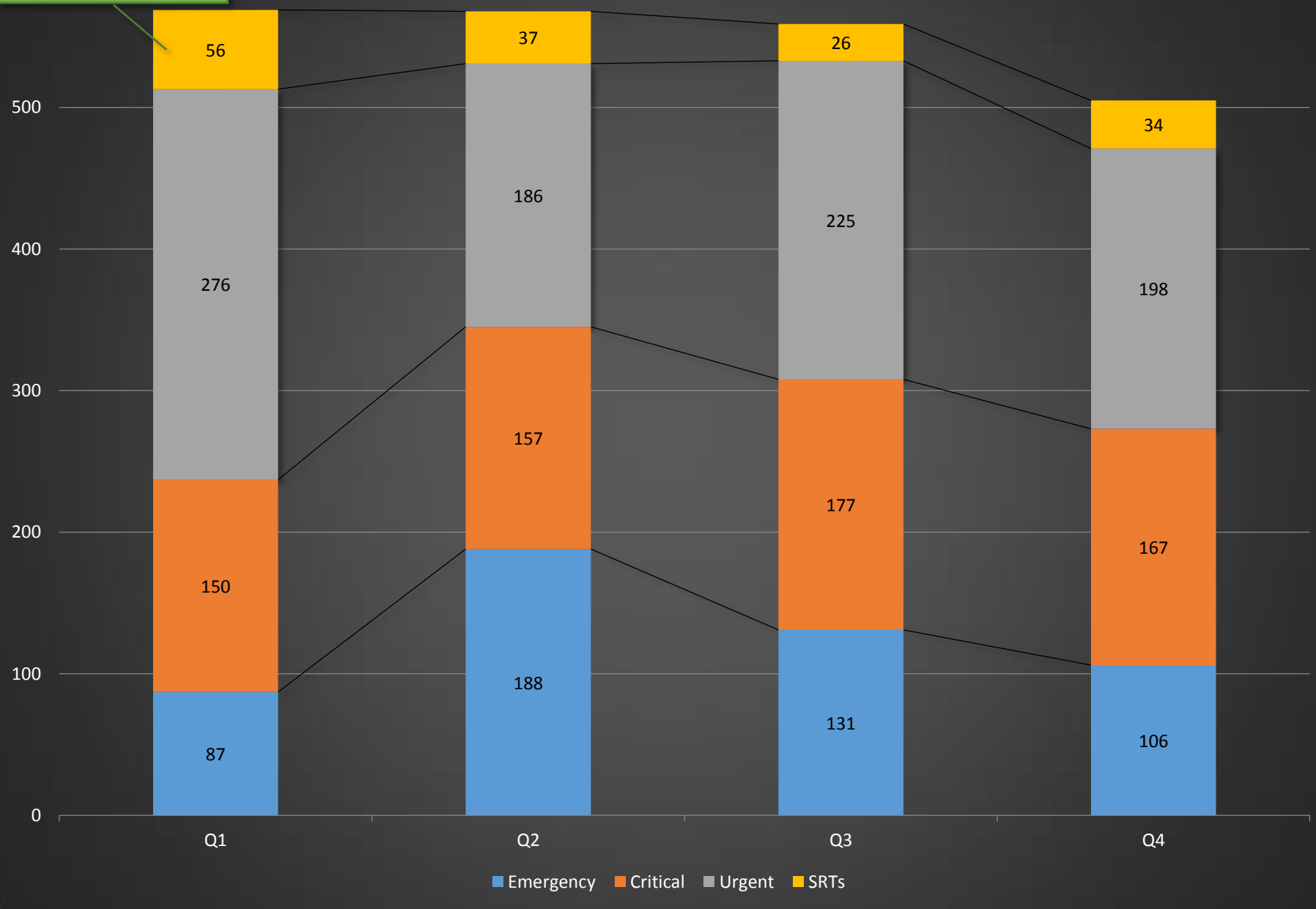
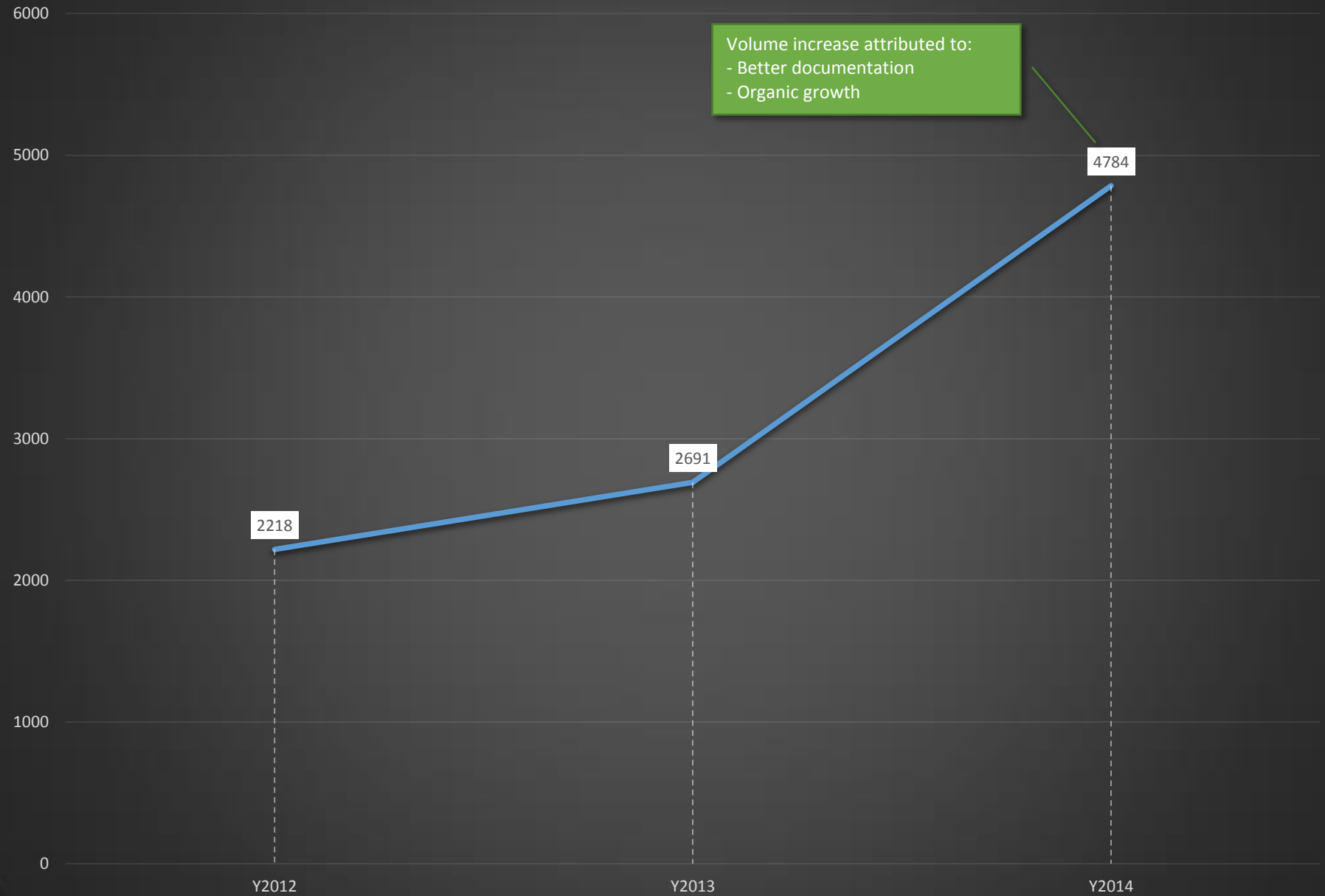


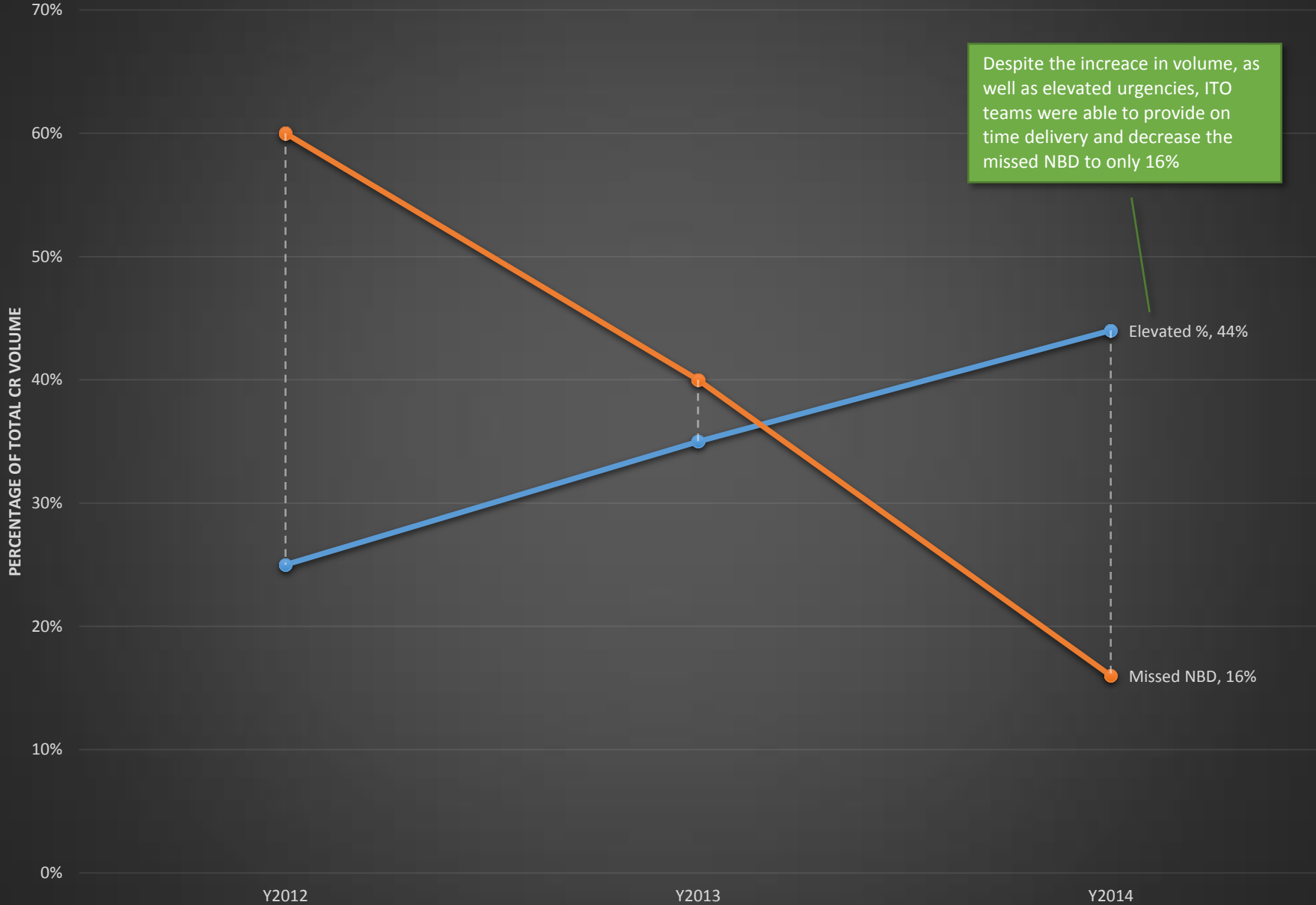
Change "induced" SRTs
by QRTs



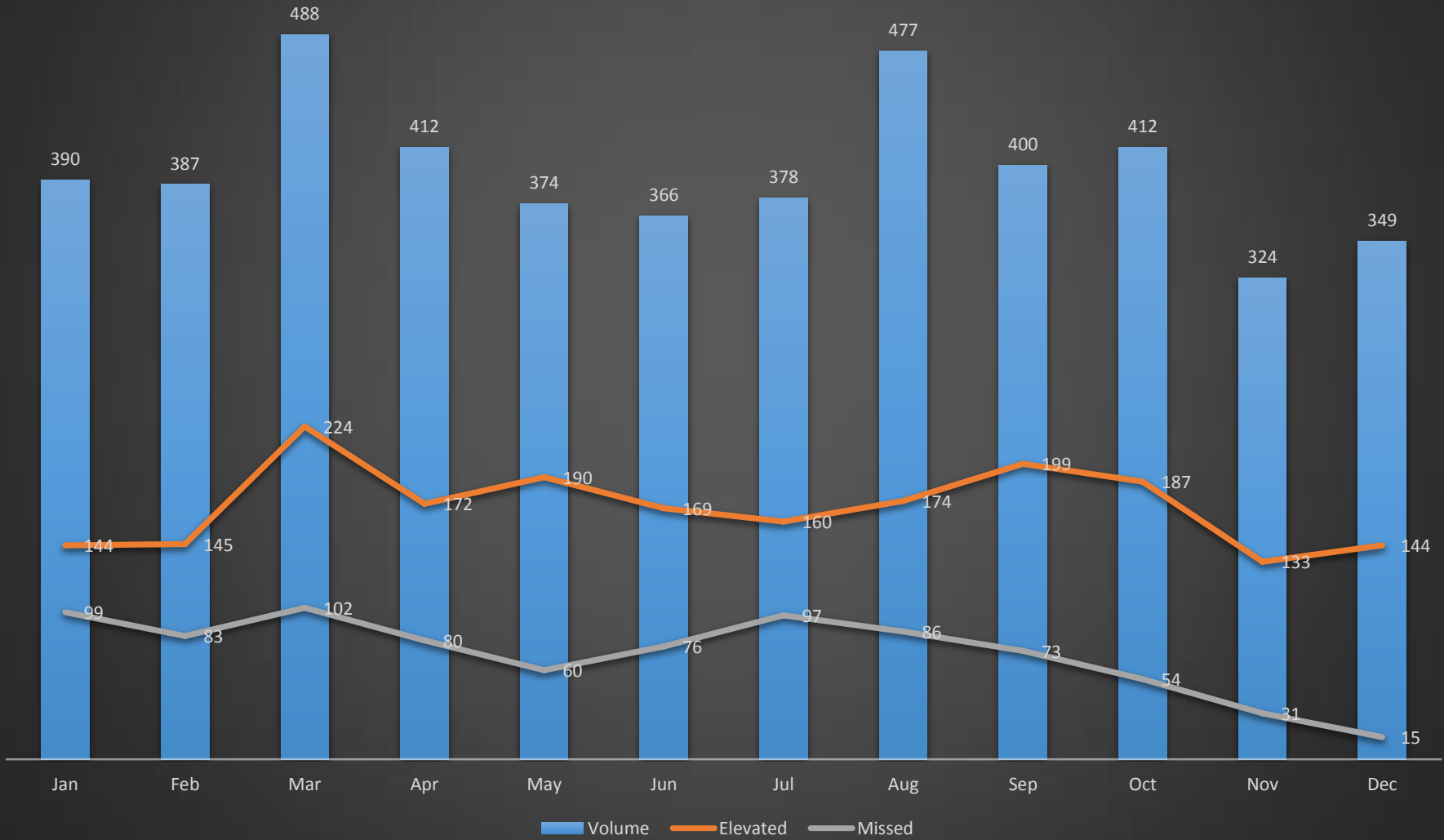
Three Year Volume Comparison



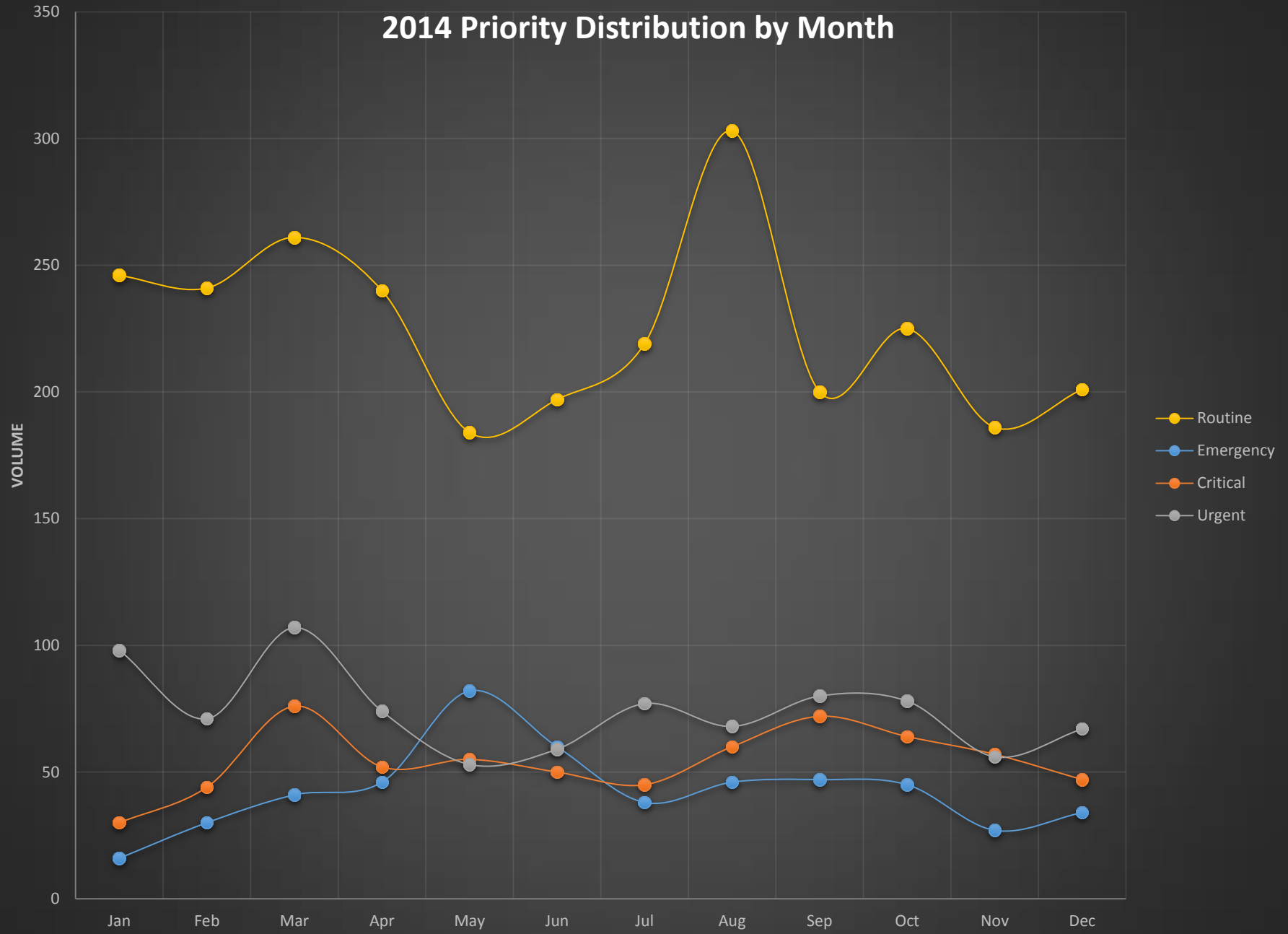
Three Year Elevated Priority & NBD



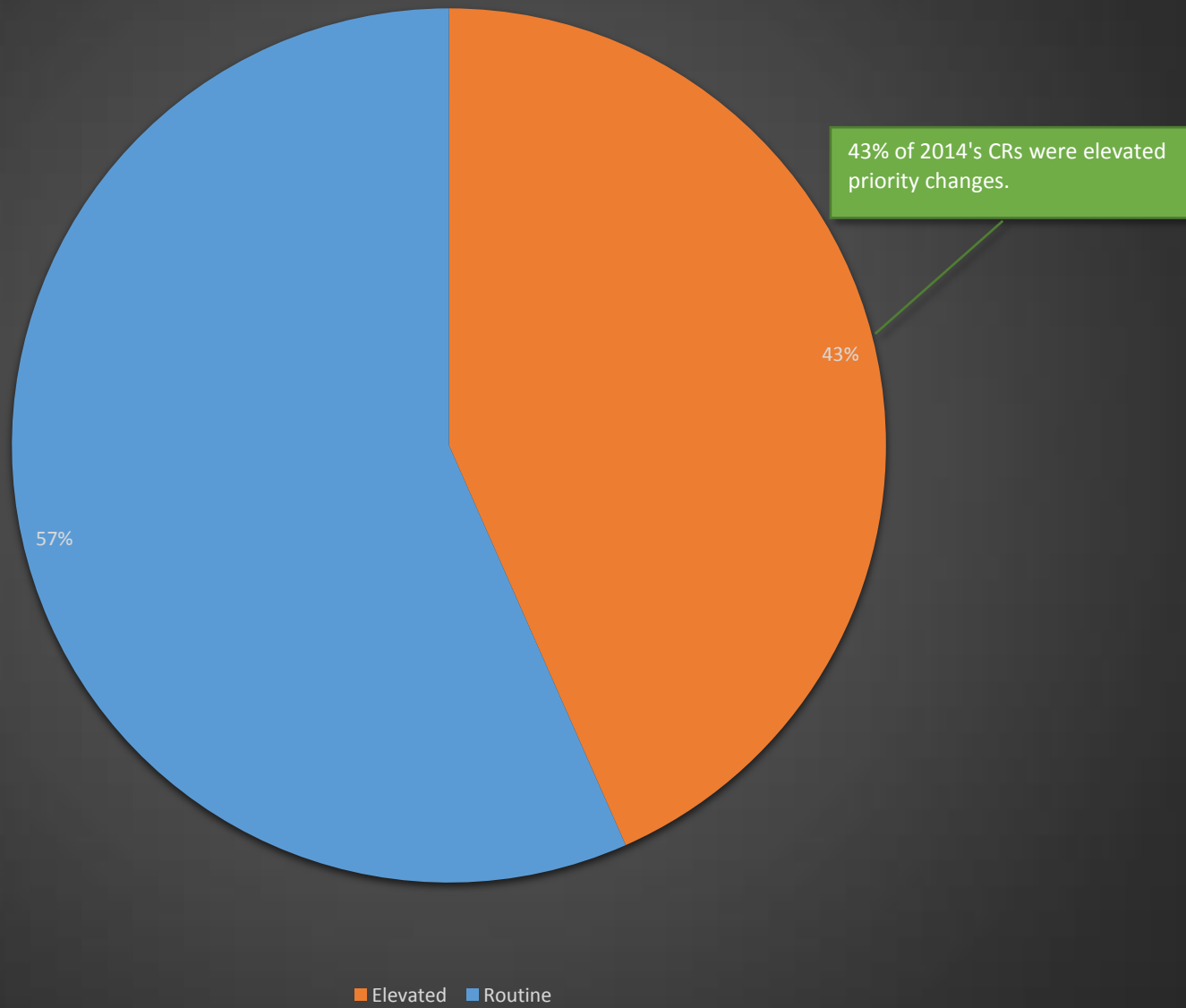
2014 Volume, Elevated Priority, NBD

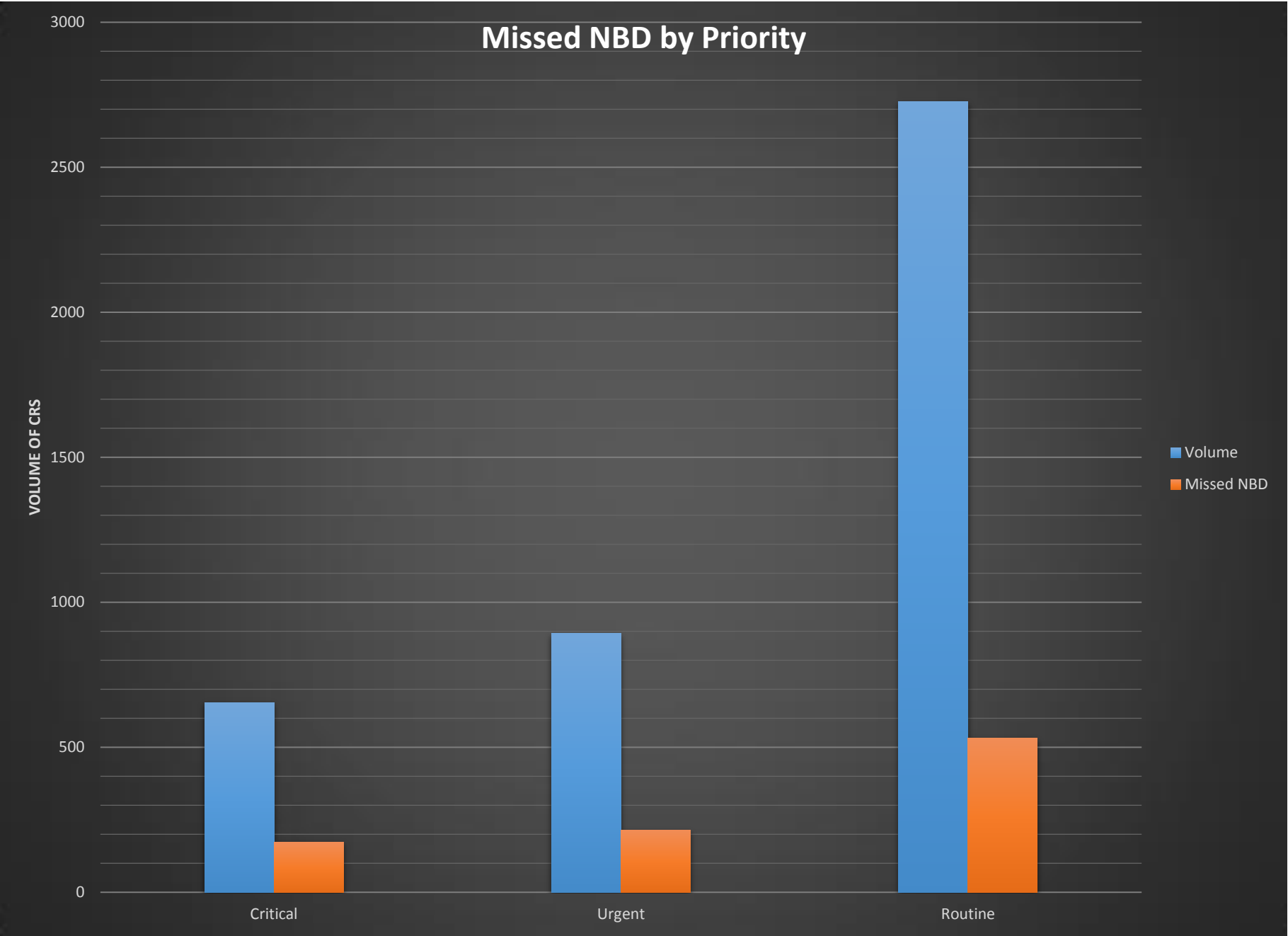


2014 Priority Distribution by Month

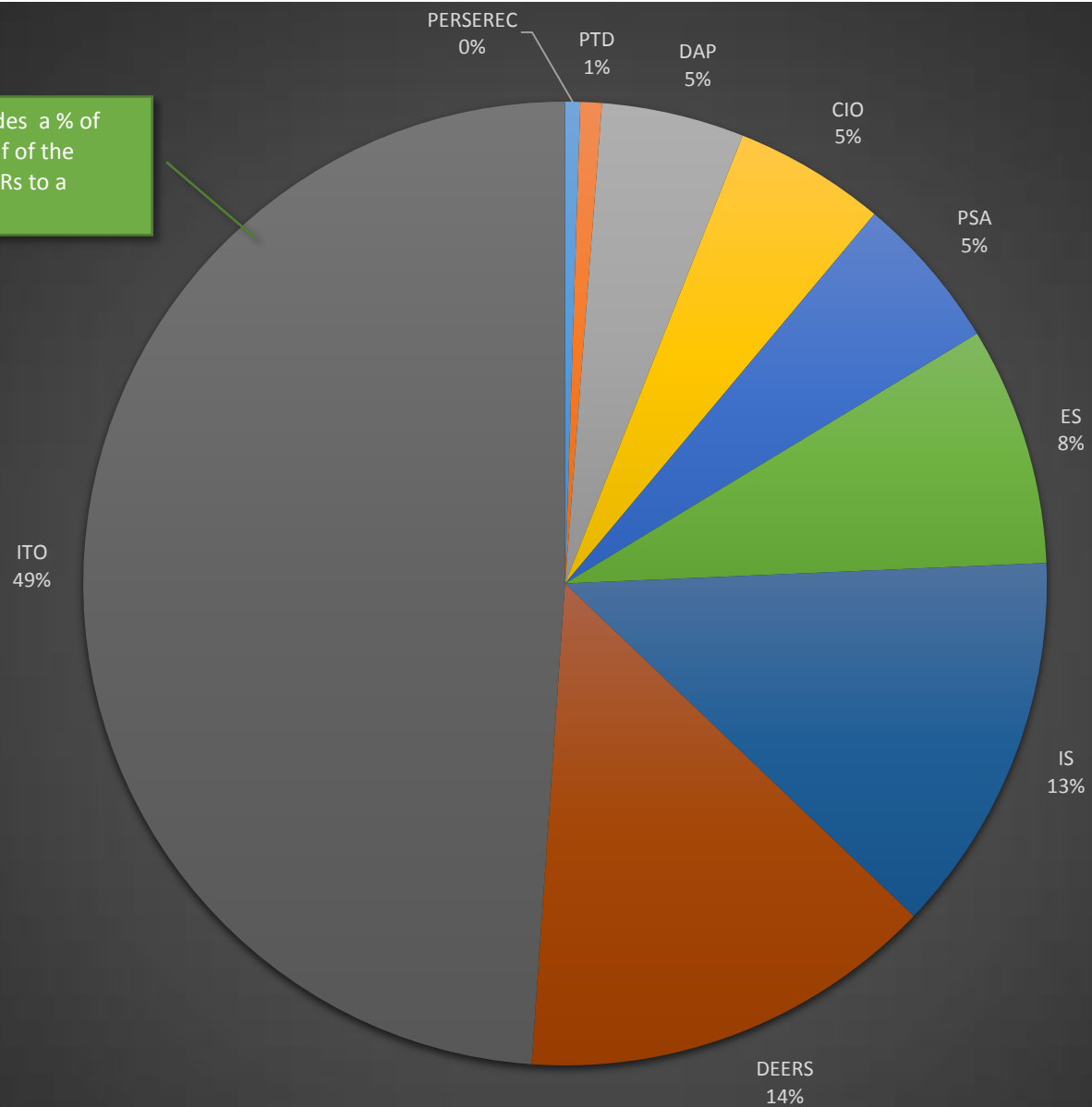


Percentage of Elevated Priority CRs





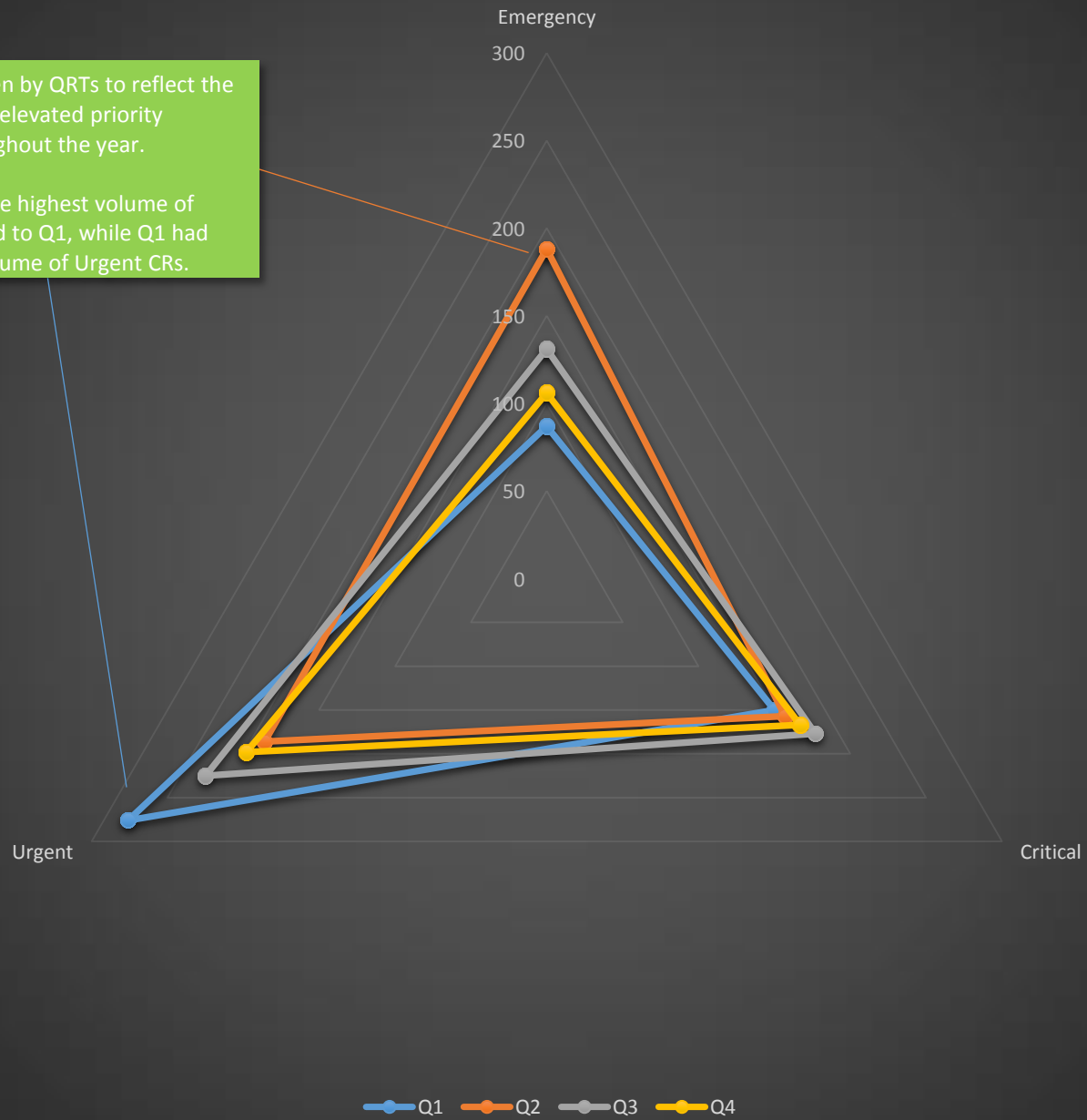
ITO's volume of includes a % of CRs initiated on behalf of the customer (e.g. child CRs to a project or parent CR).



■ PERSEREC ■ PTD ■ DAP ■ CIO ■ PSA ■ ES ■ IS ■ DEERS ■ ITO

The year broken by QRTs to reflect the distribution of elevated priority changes throughout the year.

Q2 has seen the highest volume of ECRs compared to Q1, while Q1 had the highest volume of Urgent CRs.



Majority of 2014 CRs were successfully closed.

Closed

3627

Disapproved

4000

3500

3000

2500

2000

1500

1000

500

0

56

104

382

547

Pending

Approved

Cancelled

